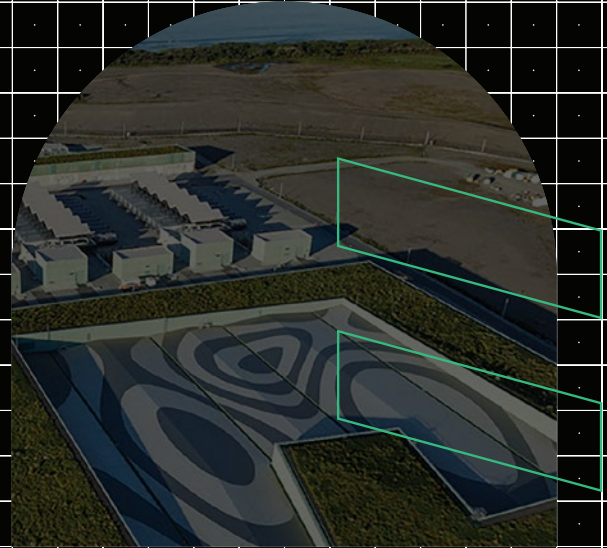


# Watersure Australia eliminates risks and takes full control of their cybersecurity strategy

A comprehensive Cybersecurity-as-a-Service solution to strengthen Watersure security posture



Watersure is responsible for the operations and maintenance of the Victorian Desalination Project. It is made up of a team of about 60 people all working to ensure the plant is capable of supplying up to 150 billion litres of high quality drinking water annually to Melbourne, Geelong and local regional communities. It is under contract to AquaSure by the Victorian State Government.

## WATERSURE

### The situation

The plant runs 24 hours a day, seven days a week. It uses the most energy-efficient method of desalinating water reverse osmosis and state-of-the-art technology. The plant, marine tunnel and transfer pipeline require comprehensive attention throughout the operations and maintenance phase of the project.

Although the Watersure team is comprised of only 60 people, there are hundreds of servers and computers on site that make up the complex control systems necessary to run and maintain an operation of such magnitude.

The Victorian Desalination Project is a critical piece of infrastructure. To ensure it is capable of supplying 150 billion litres of drinking water, every system needs to function at optimum levels with no room for cyber security disturbances, such as hacking, phishing, or data loss.

Watersure ICT Manager, Carlos Rodriguez, identified the need to iron clad its systems to eliminate any risk to the Project's security.

"We are not an IT company, it's not our specialty. We also are not a big company, although we have critical assets. The Nexon team was able to provide a straight forward solution that enabled us to take control of our own security with the backing of experts," Carlos said.

### The Solution

The first step was to conduct a penetration test to uncover vulnerabilities. From there, Watersure and Nexon's relationship grew over five years of continuous security solutions.

After the first test, it was clear one of Watersure's biggest risks was human error. This led to routine and ongoing security services to further improve their security posture and general security awareness of staff. A Security-as-a-Service (SaaS) solution was created and tailored to Watersure's needs.

The Nexon's SaaS solution encompasses, password audits, phishing and vishing assessments, general security notifications, reporting and trend analysis and critical advisories to ensure staff are up to date with the ever-changing IT security landscape.

Part of this offering is an Online Security Awareness Training – a ten module training solution that covers topics from social media and malware to safe web browsing and password management. It is relevant for Watersure's staff, contractors and third party suppliers.

Nexon provides this complete service monthly, quarterly, yearly and as required to further enhance Watersure's overall IT security within the business.

### At a glance

#### Industry

Government/Water Services

#### Business challenge

To securely run and manage multiple servers, computers and critical assets and remove cybersecurity risks.

#### Solution

Nexon's regular penetration testing of their environment enabling Watersure to better understand their cybersecurity landscape.

Security Awareness Training to provide employees with the tools to identify the most common cybersecurity threats and empower them to make the best decisions to protect the company's data and assets.

#### Outcome

Watersure has been able to use Nexon's expertise to take control of its own security by applying recommendations and engaging in ongoing training and reporting. The solution has helped to roll out awareness to all the levels of the business.

## Key outcomes

Watersure have been able to use Nexon's expertise to take control of its own security by applying recommendations and engaging in ongoing training and reporting.

Carlos said Nexon's independent perspective on security issues has helped to roll out awareness to all the levels of the business, including board level.

"Nexon's cyber security reporting has been especially effective at the board level on top of employee awareness. We use their report to present to Senior Management and the board. Three years ago, nobody knew what cyber security meant, now it's taken seriously.

"We keep our board informed using the reports Nexon deliver, to show how we are managing this critical area, it makes my job easier," Carlos said.

Watersure also incorporates security information, such as the percentage of passwords cracked during routine penetration testing, timely malware or phishing hacks to be aware of, measured improvement and threats thwarted in staff newsletters and company wide security policies.

"Nexon's security intel is always up to date. They are able to recommend something that is happening right away and how to put policies and procedures into place, from different points of view across organisational functions.

"There is an open line of communication with Nexon. We are always able to seek advice on security issues when we need it," Carlos said.

## About Nexon

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market, and government organisations across Australia. We have a uniquely broad suite of solutions to service clients who require end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions.

Our end-to-end solutions help clients to solve problems, address frictions and accelerate growth. Committed to the highest standards of responsiveness, competency and transparency, Nexon is built on a unique client care model that is fuelled by continuous feedback. With over 400 staff, we employ some of the country's most experienced consultants and empowers teams to make decisions that accelerate change for client organisations.

As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative solutions and service excellence.

We help our clients move from a position of overwhelm to empowerment, looking forward to a more agile and digital future.

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Carlos Rodriguez,  
ICT Manager, Watersure

To find out about Nexon, Call us at **1300 800 000**, email us at [enquiry@nexon.com.au](mailto:enquiry@nexon.com.au), or visit [nexon.com.au](http://nexon.com.au)